



## POSITION DESCRIPTION

Team Supervisor	
Department: La Posada Interim Housing	Status: Regular Full-time, Exempt
Reports to: Program Director	Last Reviewed: October 2022
Titles reporting to this role: Family Support Case Manager	Next Review Date: March 31, 2023

### *Position Summary:*

Under the direction of the Program Director, this position is responsible for ongoing case management services to participants. Provides direct supervision to direct service staff within the program. Provides direction and supervisory leadership to ensure full compliance with Administrative Codes that govern the Department of Housing and Urban Development (HUD), All Chicago Continuum of Care (CoC), and the Department of Family Support Services (DFSS).

Provides case management supervision, training and case consultation to a team of three (3) Family Support Case Managers, who provide family-centered case management services to families experiencing homelessness. The supervisor ensures that direct service staff carries out day-to-day case management activities efficiently and according to funder and agency requirements, as well as best practice standards.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Program Operations*

Maintains and demonstrates thorough knowledge of Administrative Codes that govern the Department of Housing and Urban Development (HUD), All Chicago Continuum of Care (CoC), and the Department of Family Support Services (DFSS), to ensure the program is in full compliance with requirements.

Participates in ongoing program planning; provides recommendations to the Director in identifying gaps or needs in service delivery and in evaluating the program's impact and effectiveness.

Oversees day-to-day activities for team caseloads and serves as back-up support to participants when assigned case managers are not available, including conducting apartment checks when needed.

Regarding new case assignments, Supervisor is responsible for conducting initial intake assessments, under the guidance of the Program Director.

Maintains comprehensive and timely programmatic and/or statistical records as required by funders or agency, and performs other record keeping functions as required for program operations.

Approves time sheets and ensures compliance with agency and funder guidelines.

Accountable for daily activities within the allowable activities approved by the agency.

Performs other duties as assigned by the Program Director.

#### *Participant Service Delivery*

Provides direct oversight and monitoring of participant services and appropriate staff coverage to ensure compliance and quality.

Monitors progress regarding service planning goals and outcomes, including identifying any barriers or challenges in meeting established outcomes.

When needed, provides direct case management on assigned family cases.

Provides direction and consultation regarding family issues/needs, service planning and case management decisions, to support problem resolution and full engagement in services. Coordinates financial assistance activities/ processes on behalf of participants as well as escrow savings monitoring.

When needed, must be available to address emergency program and family situations during evenings or weekends.

#### *Performance & Quality Management*

- Is actively involved and knowledgeable of the agency's Performance and Quality Improvement process.
- Ensures that case management services provided by staff are in accordance with best practice standards, agency and accrediting body/funder expectations.
- Ensures timely and comprehensive case management documentation by staff, in accordance with agency and accrediting body/funder requirements.
- Maintains active and consistent attendance at agency supervisory meetings, as well as other agency or PQI-related meetings.
- Participates in ongoing professional development and continuing education, as well as any/all required funder-related in-services and trainings.
- Incorporates the agency mission, philosophy, and core values into direct daily work and decision-making.
- Adheres to agency policies and procedures.

#### *Personnel Management, Supervision, & Team Leadership*

- Provides case management supervision, training and case consultation to a team of three (3) Family Support Case managers, who provide family-centered interim housing case management services to families experiencing homelessness.
- Provides orientation and program-level onboarding training of newly hired staff. Accompanies staff on apartment visits and 6-month follow up home visits, to provide additional support and guidance. Participates in family meetings when warranted.
- Ensures timely completion of probationary and annual performance evaluations.
- Provides regular supervision to all assigned staff. Maintains comprehensive supervisory notes for all supervisory sessions.
- Actively participates in monthly supervision with the Program Director, to discuss service delivery and/or personnel and other issues. Uses supervisory process to discuss any issues or situations, which warrant the Director's attention (e.g. when there are any safety or other concerns or a hot line call has been made by staff).
- Participates in staff hiring interviews and provides input to the Director.
- Maintains active and consistent attendance at all ongoing La Posada staff meetings.
- Nurtures positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment, modeling resolution strategies, when needed.

#### *Stakeholder Relationships & Partnerships*

- Develops and maintains strategic, collaborative relationships with other community partners and government representatives, to ensure integrated service delivery for participants.
- Maintains knowledge of and working relationships with other social service, health and community organizations; establishes network agreements as appropriate with approval from Program Director.

**General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

**Education/Experience:**

Must possess a Bachelor's degree in Social Work, health or human services or related field, from an accredited college or university; At least one year of formal supervisory and/or management experience in a setting serving individuals experiencing homelessness is strongly preferred; Prior experience working with populations experiencing homelessness and/or in a transitional housing setting is also preferred.

**Language Skills:**

Bilingual in Spanish preferred.

**Computer Literacy & Knowledge Skills Abilities:**

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

**Mathematical Skills:**

College-level math skills are required. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

**Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. Supervisor interacts regularly with multi-level LP staff, participants and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations.

**Decision Making Authority:**

Under the guidance of the Program Director, the Supervisor must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention. Exercises

supervisory judgment and reflection regarding situations that pose a potential risk to the agency's reputation or to relationships with others in the community.

In the absence of the Program Director, the Vice- President of Senior &Community Services shall be consulted, as needed.

#### **People Management:**

Must have managerial/supervisory skills. Supervisor provides direct supervision to direct service staff within the program. Others may include volunteers and students/Interns.

#### **Other:**

Must have access to a car, have a valid Illinois driver's license and automobile insurance.

Professional image and presentation expected, at all times.

Must possess good time management and organizational skills, as well as exceptional interpersonal skills.

Must be able to travel to other locations throughout the city or state as part of home visitation and professional development trainings, conferences or other events.

On occasion, From time to time may be required to work on weekends and/or holidays.

A personal cellphone is required, and must be able to respond during working and non-working hours. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

#### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to walk up and down stairs and lift and carry up to 25lbs.

#### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

#### **Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

#### **I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_

